



PRODUCT: ALL

SERVICE ADVISORY # 021

DATE: March 20, 1985

## Subject      SPARE PARTS PRICING & WARRANTY LABOR RATE SCHEDULE

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This service advisory lists the latest COMPAQ<sup>R</sup> Computer Corporation parts pricing and warranty labor rate schedule. The attached schedule supercedes any previously released pricing schedules.

When submitting service invoices to COMPAQ Computer Corporation Customer Service, be sure that the pricing schedule revision number (e.g. 4/85, Rev. 1) is included on the invoice.

# COMPAQ DESKPRO™ SPARES PRICING AND WARRANTY LABOR RATE SCHEDULE FOR AUTHORIZED COMPAQ® COMPUTER DEALERS EFFECTIVE APRIL 1, 1985

| COMPAQ<br>PART #     | PART DESCRIPTION                  | DEALER<br>PRICE<br>EACH | OUT OF<br>WARRANTY<br>RETURN<br>ALLOWANCE<br>EACH | WARRANTY<br>LABOR<br>ALLOWANCE |
|----------------------|-----------------------------------|-------------------------|---------------------------------------------------|--------------------------------|
| <b>PCB's</b>         |                                   |                         |                                                   |                                |
| 101339-001           | PROCESSOR BOARD, 128K             | \$460                   | \$110                                             | \$30                           |
| 101340-001           | VDU ADAPTER BOARD                 | \$260                   | \$70                                              | \$20                           |
| 101341-001           | DISKETTE/PRINTER BOARD            | \$130                   | \$30                                              | \$20                           |
| 101342-001           | POWER SUPPLY ASSY                 | \$335                   | \$80                                              | \$20                           |
| 101440-001           | ASYNCH COMM/CLOCK BOARD           | \$100                   | \$25                                              | \$20                           |
| 101672-001           | FIXED DISK CNTRLR BD, UNIVERSAL   | \$420                   | \$80                                              | \$20                           |
| <b>SUBASSEMBLIES</b> |                                   |                         |                                                   |                                |
| 100182-001           | D-RAM, 64K (QTY = 1)              | \$11                    | \$0                                               | \$20                           |
| 101001-001           | D-RAM, 256K (QTY = 1)             | \$75                    | \$0                                               | \$20                           |
| 101062-001           | SPEAKER ASSY W/ CABLE             | \$6                     | \$0                                               | \$20                           |
| 101397-001           | KEYBOARD ASSY                     | \$160                   | \$35                                              | \$10                           |
| 101437-001           | 10MB FIXED DISK DRIVE W/RAILS     | \$1,045                 | \$150                                             | \$20                           |
| 101438-001           | FXD DSK DRV BACK-UP ASSY W/RAILS  | \$665                   | \$140                                             | \$20                           |
| 101439-001           | MONITOR ASSY (GREEN)              | \$175                   | \$65                                              | \$20                           |
| 101439-002           | MONITOR ASSY (AMBER)              | \$175                   | \$65                                              | \$20                           |
| 101442-001           | 1/2 HI DISKETTE DR. W/RAILS       | \$230                   | \$130                                             | \$20                           |
| 101664-001           | 30MB FIXED DISK DRIVE W/RAILS     | \$1,480                 | \$375                                             | \$20                           |
| <b>PLASTICS</b>      |                                   |                         |                                                   |                                |
| 101066-001           | BEZEL                             | \$60                    | \$0                                               | \$5                            |
| 101129-001           | DRIVE BEZEL SPACER                | \$12                    | \$0                                               | \$0                            |
| <b>METALS</b>        |                                   |                         |                                                   |                                |
| 101070-001           | SYST UNIT COVER                   | \$70                    | \$0                                               | \$5                            |
| 101135-001           | VACANT DRIVE COVER (LOWER)        | \$25                    | \$0                                               | \$0                            |
| 101144-001           | BLANK I/O ACCESS PLATE            | \$6                     | \$0                                               | \$0                            |
| 101151-001           | VACANT DRIVE COVER (UPPER)        | \$25                    | \$0                                               | \$0                            |
| 101191-001           | CARD GUIDE/SPEAKER BRACKET        | \$12                    | \$0                                               | \$20                           |
| <b>CABLES</b>        |                                   |                         |                                                   |                                |
| 100625-003           | 34 POS. CABLE, H/D CNTRLR, SINGLE | \$18                    | \$0                                               | \$10                           |
| 100625-004           | 20 POS. CABLE, H/D CNTRLR         | \$16                    | \$0                                               | \$10                           |
| 100641-002           | FIXED DISK CNTRLR CABLES (SET)    | \$34                    | \$0                                               | \$10                           |
| 101137-001           | UNIV. DRIVE POWER CABLE           | \$23                    | \$0                                               | \$10                           |
| 101155-001           | AC POWER CORD                     | \$11                    | \$0                                               | \$0                            |
| 101380-001           | DISKETTE DRIVE SIGNAL CABLE       | \$20                    | \$0                                               | \$10                           |
| 101554-001           | 34 POS. CABLE, H/D CNTRLR, DUAL   | \$24                    | \$0                                               | \$10                           |
| <b>MISC</b>          |                                   |                         |                                                   |                                |
| 100105-001           | BRIGHTNESS KNOB                   | ** \$0.50               | \$0                                               | \$0                            |
| 100228-001           | KY BD/MON FUSE 2A (QTY = 1)       | ** \$0.50               | \$0                                               | \$5                            |
| 100228-002           | A/C LINE FUSE 3 AMP (QTY = 1)     | ** \$0.50               | \$0                                               | \$5                            |
| 100699-001           | SYSTEM ROM, LATEST REV (QTY = 1)  | \$25                    | \$0                                               | \$20                           |
| 100375-001           | KEYBOARD FEET (RUBBER)            | ** \$0.25               | \$0                                               | \$0                            |
| 100405-003           | MISC. HARDWARE KIT                | ** \$50                 | \$0                                               | NA                             |
| 101143-001           | MODE INDICATOR LED                | ** \$10                 | \$0                                               | \$10                           |
| 101297-001           | DESK SAVER                        | ***                     | \$0                                               | NA                             |
| 101306-001           | MONITOR FEET (CORK)               | ** \$0.25               | \$0                                               | \$0                            |
| 101307-001           | SYSTEM FEET (RUBBER)              | ** \$0.25               | \$0                                               | \$0                            |
| 101441-001           | TILT/SWIVEL                       | ***                     | \$0                                               | NA                             |
| 101488-001           | BACK-UP TAPE CARTRIDGE (QTY = 1)  | ***                     | \$0                                               | \$2                            |
| 101619-001           | 8087-2 MATH CO-PROCESSOR          | \$255                   | \$0                                               | \$20                           |
| 102711-001           | MONITOR POWER CONNECTOR PLUG      | \$4                     | \$0                                               | \$10                           |

| COMPAQ<br>PART #                    | PART DESCRIPTION             | DEALER<br>PRICE<br>EACH | OUT OF<br>WARRANTY<br>RETURN<br>ALLOWANCE<br>EACH | WARRANTY<br>LABOR<br>ALLOWANCE |
|-------------------------------------|------------------------------|-------------------------|---------------------------------------------------|--------------------------------|
| <b>GUIDES &amp; DIAGNOSTIC AIDS</b> |                              |                         |                                                   |                                |
| 100500-002                          | SERVICE INVOICES (QTY = 100) | \$0                     | \$0                                               | NA                             |
| 100631-001                          | MS-DOS VER.2 REF GUIDE       | \$15                    | \$0                                               | NA                             |
| 100632-001                          | BASIC VER.2 REF GUIDE        | \$15                    | \$0                                               | NA                             |
| 101316-001                          | SERVICE VIDEO-BETA           | \$25                    | \$0                                               | NA                             |
| 101316-002                          | SERVICE VIDEO-VHS            | \$25                    | \$0                                               | NA                             |
| 101386-001                          | MS-DOS VER.2 DISKETTE        | \$15                    | \$0                                               | NA                             |
| 101388-001                          | DIAGNOSTIC DISKETTE 2.13     | \$10                    | \$0                                               | NA                             |
| 101392-001                          | USER PROGRAMS DISKETTE       | \$13                    | \$0                                               | NA                             |
| 101425-001                          | MAINTENANCE GUIDE KIT        | \$32                    | \$0                                               | NA                             |
| 101432-001                          | DESKPRO OPERATIONS GUIDE     | \$15                    | \$0                                               | NA                             |
| <b>ROLL-OUT KITS</b>                |                              |                         |                                                   |                                |
| 102531-001                          | DEALER SPARES KIT—BASIC      | \$1,995                 | NA                                                | NA                             |
| 101443-001                          | DEALER SPARES KIT—FULL-SIZE  | \$3,995                 | NA                                                | NA                             |

\*\*CONTAINED IN MISC. HARDWARE KIT

\*\*\*IN-WARRANTY EXCHANGE ONLY

# COMPAQ® PORTABLE SPARES PRICING AND WARRANTY LABOR RATE SCHEDULE FOR AUTHORIZED COMPAQ COMPUTER DEALERS EFFECTIVE APRIL 1, 1985

| COMPAQ<br>PART #     | PART DESCRIPTION                      | DEALER<br>PRICE<br>EACH | OUT OF<br>WARRANTY<br>RETURN<br>ALLOWANCE<br>EACH | WARRANTY<br>LABOR<br>ALLOWANCE |
|----------------------|---------------------------------------|-------------------------|---------------------------------------------------|--------------------------------|
| <b>PCB's</b>         |                                       |                         |                                                   |                                |
| 100475-001           | POWER SUPPLY ASSY                     | \$165                   | \$40                                              | \$30                           |
| 100478-001           | PROCESSOR BOARD W/BRACKET             | \$410                   | \$100                                             | \$30                           |
| 100479-001           | VDU ADAPTER BOARD, FULL HT.           | \$260                   | \$70                                              | \$20                           |
| 100480-001           | DISKETTE/PRINTER BOARD, FULL HT.      | \$130                   | \$30                                              | \$20                           |
| 100644-001           | FIXED DISK CONTROLLER BOARD           | \$395                   | \$80                                              | \$20                           |
| 101095-001           | ASYNC/SERIAL BOARD                    | \$80                    | \$20                                              | \$20                           |
| 101440-001           | ASYNC COMM/CLOCK BOARD                | \$100                   | \$25                                              | \$20                           |
| 101340-001           | VDU ADAPTER BOARD, LOW PROFILE        | \$260                   | \$70                                              | \$20                           |
| 101341-001           | DISKETTE/PRINTER BD, LOW PROFILE      | \$130                   | \$30                                              | \$20                           |
| <b>SUBASSEMBLIES</b> |                                       |                         |                                                   |                                |
| 100039-001           | SPEAKER ASSY                          | \$6                     | \$0                                               | \$30                           |
| 100041-001           | POWER SWITCH/FILTER ASSY              | \$55                    | \$0                                               | \$20                           |
| 100182-001           | D-RAM, 64K (QTY = 1)                  | \$11                    | \$0                                               | \$20                           |
| 100481-001           | MONITOR ASSY                          | \$200                   | \$35                                              | \$30                           |
| 100482-001           | FAN W/BRACKET ASSY                    | \$40                    | \$0                                               | \$20                           |
| 100487-001           | KEYBOARD ASSY                         | \$190                   | \$35                                              | \$20                           |
| 100643-001           | FIXED DISK DRIVE, 10MB                | \$1,050                 | \$240                                             | \$30                           |
| 101001-001           | D-RAM, 256K (QTY = 1)                 | \$75                    | \$0                                               | \$20                           |
| 101017-001           | DISKETTE DRIVE ASSY, FLIP LATCH (F/H) | \$250                   | \$150                                             | \$30                           |
| 101421-001           | DSKT DRV ASSY, LATCHING LEVER (H/H)   | \$250                   | \$150                                             | \$30                           |
| <b>PLASTICS</b>      |                                       |                         |                                                   |                                |
| 100031-001           | SLIDING ACCESS DOOR                   | \$5                     | \$0                                               | \$20                           |
| 100077-001           | VDU/FOOT DETENT                       | \$2                     | \$0                                               | \$20                           |
| 101097-001           | UPPER/LOWER CASE MATCHED SET          | \$45                    | \$0                                               | \$20                           |
| 101098-001           | ACCESS PANEL                          | \$24                    | \$0                                               | \$5                            |
| 101099-001           | BEZEL                                 | \$31                    | \$0                                               | \$20                           |
| 101101-001           | KEYBOARD CASE/SHELL                   | \$50                    | \$0                                               | \$20                           |
| <b>METALS</b>        |                                       |                         |                                                   |                                |
| 100330-001           | DRIVE ACCESS PLATE                    | \$16                    | \$0                                               | \$20                           |
| 100429-001           | BLANK I/O ACCESS PLATE                | \$1                     | \$0                                               | \$10                           |
| 100436-001           | HI-VOLTAGE/MONITOR COVER              | \$7                     | \$0                                               | \$20                           |
| 100437-001           | VACANT DRIVE COVER                    | \$5                     | \$0                                               | \$20                           |
| 100438-001           | CARD CAGE ACCESS PLATE                | \$6                     | \$0                                               | \$20                           |
| 100439-001           | PROC BD CONN ACCESS PLATE             | \$2                     | \$0                                               | \$20                           |
| 100442-001           | MONITOR FLOOR                         | \$5                     | \$0                                               | \$20                           |
| 100444-001           | ENCL/SHLD FOR DSKTE DRIVE (F/H)       | \$5                     | \$0                                               | \$20                           |
| 101031-001           | ENCL/SHLD FOR DSKTE DRIVE (H/H)       | \$5                     | \$0                                               | \$20                           |
| <b>CABLES</b>        |                                       |                         |                                                   |                                |
| 100047-001           | VDU SIGNAL CABLE                      | \$31                    | \$0                                               | \$10                           |
| 100048-002           | DISKETTE DRIVE CABLE (1-DR.)          | \$13                    | \$0                                               | \$10                           |
| 100048-004           | DISKETTE DRIVE CABLE (2-DR.)          | \$14                    | \$0                                               | \$10                           |
| 100260-002           | POWER CABLE HARNESS ASSY.             | \$55                    | \$0                                               | \$60                           |
| 100374-001           | AC POWER CORD                         | \$11                    | \$0                                               | \$0                            |
| 100641-001           | FIXED DISK CABLES (SET)               | \$34                    | \$0                                               | \$10                           |

| COMPAQ<br>PART #                     | PART DESCRIPTION                                                           | DEALER<br>PRICE<br>EACH | OUT OF<br>WARRANTY<br>RETURN<br>ALLOWANCE<br>EACH | WARRANTY<br>LABOR<br>ALLOWANCE |
|--------------------------------------|----------------------------------------------------------------------------|-------------------------|---------------------------------------------------|--------------------------------|
| <b>MISC</b>                          |                                                                            |                         |                                                   |                                |
| 100025-001                           | HANDLE KIT                                                                 | \$11                    | \$0                                               | \$20                           |
| 100030-001                           | PC BOARD RETAINERS                                                         | \$1                     | \$0                                               | \$10                           |
| 100035-001                           | PCB STANDOFFS                                                              | \$2                     | \$0                                               | \$20                           |
| 100063-001                           | NYLON CARRYING CASE                                                        | ***                     | \$0                                               | NA                             |
| 100105-001                           | BRIGHTNESS KNOB                                                            | \$0.50                  | \$0                                               | \$0                            |
| 100228-001                           | A/C LINE FUSE 2 AMP (QTY = 1)                                              | \$0.50                  | \$0                                               | \$5                            |
| 100287-004                           | SHOCK MOUNT                                                                | \$4                     | \$0                                               | \$20                           |
| 100699-001                           | SYSTEM ROM, LATEST REV (QTY = 1)                                           | \$25                    | \$0                                               | \$20                           |
| 100375-001                           | RUBBER KEYBOARD FEET (QTY = 2)                                             | \$0.25                  | \$0                                               | \$0                            |
| 100405-001                           | MISC. HARDWARE KIT                                                         | \$50                    | \$0                                               | NA                             |
| 100430-001                           | DRIVE GROUND STRAP                                                         | \$1                     | \$0                                               | \$20                           |
| 100502-001                           | REUSABLE TY-WRAPPS (QTY = 1 EACH)                                          | \$0.10                  | \$0                                               | \$0                            |
| 101100-001                           | COMPAQ LOGO SET-ALL                                                        | \$10                    | \$0                                               | \$0                            |
| <b>MANUALS &amp; DIAGNOSTIC AIDS</b> |                                                                            |                         |                                                   |                                |
| 100001-001                           | OPER MANUAL—COMPAQ                                                         | \$31                    | \$0                                               | NA                             |
| 100500-002                           | SERVICE INVOICES (QTY = 100)                                               | \$0                     | \$0                                               | NA                             |
| 100631-001                           | MS-DOS VER.2 REF GUIDE                                                     | \$15                    | \$0                                               | NA                             |
| 100632-001                           | BASIC VER.2 REF GUIDE                                                      | \$15                    | \$0                                               | NA                             |
| 100633-001                           | OPER MANUAL—COMPAQ PLUS                                                    | \$14                    | \$0                                               | NA                             |
| 100648-001                           | DOS DISKETTE 2.0                                                           | \$13                    | \$0                                               | NA                             |
| 100686-001                           | CRT ALIGNMENT TEMPLATES                                                    | \$6                     | \$0                                               | NA                             |
| 101388-001                           | DIAGNOSTIC DISKETTE 2.13                                                   | \$10                    | \$0                                               | NA                             |
| 100767-001                           | TEST CABLES AND TEST PLUGS                                                 | \$44                    | \$0                                               | NA                             |
| 100768-001                           | MAINTENANCE GUIDE                                                          | \$46                    | \$0                                               | NA                             |
| 100769-001                           | MNTNC GUIDE KIT (INCL 100767-001)                                          | \$75                    | \$0                                               | NA                             |
| 101089-001                           | SPECIAL 2-PC. SOCKET WRENCH                                                | \$38                    | \$0                                               | NA                             |
| 101386-001                           | MS-DOS DISKETTE (VER.2)                                                    | \$15                    | \$0                                               | NA                             |
| <b>ROLL-OUT KITS</b>                 |                                                                            |                         |                                                   |                                |
| 100488-001                           | DEALER SPARES KIT—<br>COMPAQ PORTABLE (INCLUDES<br>FIXED DISK DRIVE ITEMS) | \$3,995                 | NA                                                | NA                             |

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